

INTERNAL
C O M M U N I C A T I O N F O R M
DEPARTMENT OF HUMAN SERVICES

Suspense: No later than 20
working dates prior to
the desired session

Subject: Center for Alternative Dispute Resolution Training
Schedule: July – December 2010

Originator: W. Ikemori
6-4971

To: SO/DAs

From: PERS

Date: 7/15/10

Memo No. 1

The Judiciary's Center for Alternative Dispute Resolution (CADR) announces their training schedule for July to December 2010. The training classes (see attachment) include a variety of topics on communications, mediation, handling difficult situations, and bullying in the workplace. Please note that all classes are conducted at **no cost** for State employees.

FOR: All DHS employees.

SCHEDULE: Refer to attached schedule for class dates and time. Most classes will be held at the Supreme Court conference Room 2nd Floor, Aliiolani Hale, 417 South King Street or as noted on the schedule.

REGISTRATION: Register on-line by visiting the CADR website at <http://www.courts.state.hi.us/cadr>, then click on Training, then On-Line Registration. Please follow normal out-service request procedures by submitting a **DPS 411** (Out-Service Training Request) **prior** to the desired session, through proper division training authorization protocols. A manual will be emailed to each participant (prior to the class), which they must print and bring to class. Upon **completion** of training, please submit DPS 411 to PERS-TS for training documentation.

COST: None.

ACCOMMODATIONS/PARKING: Please note that the training room can be quite cold so participants are encouraged to bring a sweater or jacket. Parking is limited, therefore carpooling is encouraged. Please contact The Center for Alternative Dispute Resolution (CDAR) for all requests for reasonable accommodations due to disability at #539-4237. Those who have questions concerning registration procedures please contact Pauline Chun at 586-4970/586-4959 (TTY).


APERS

c: DIR

Communication Skills

This half-day interactive training is designed to provide an introduction to communication skills. During the class, participants learn to (1) recognize verbal and nonverbal components of communicated messages; (2) develop effective listening skills, including the ability to appropriately summarize and rephrase; (3) understand the difference between positions and interests; and (4) use questions effectively to enhance understanding. Participants are actively involved in hands-on exercises and simulations.

NOTE: This course is a prerequisite for all other Center training courses. The requirement can also be met by attending one of the "Communication Skills" classes offered by DHRD.

Aug 17	8:15 a.m. - Noon
Nov 3	8:15 a.m. - Noon

Basic Skills for Better Meeting Management *(formerly Facilitation 101)*

This two-day class introduces techniques to keep meetings and participants focused, and offers strategies to encourage participation. The session focuses on the facilitation skills that neutral facilitators and recorders use to run meetings. The class offers an opportunity to practice those skills in a supportive learning environment. Participants are actively involved in hands-on exercises, including simulations. Training includes:

- Effective communication skills
- Building agendas for more effective meetings
- Meeting challenges (including tips for dealing with difficult behaviors)
- Meeting preparation
- Meeting records

Prerequisite: Completed Communication Skills.

Aug 24, 26 8:15 a.m. - 4:15 p.m.

Bullying in the Workplace

Bullying in the workplace may result in absenteeism, lower workplace productivity, employee turnover, poor morale, and even violence. Find out how to identify some of the different ways bullying shows up in the workplace, and learn some ways to stop the behaviors. This interactive class will include skills building information and exercises.

In the training you will learn to:

- find out more about bullying - what it is and isn't;
- increase awareness about yourself and others' behavior; and
- talk about things you can do when you find yourself in a bullying situation.

Prerequisite: Completed *Communication Skills*.

Sep 14 8:15 a.m. - 10:30 a.m.

Handling Difficult Situations in the Workplace

Sometimes at work you come across people who are angry or frustrated. Responding to complaints or disagreements can be difficult but there are proven techniques to help address the challenges and keep them from escalating further. Being able to listen, respond to, and handle these situations in a positive manner can help reduce the frustration and stress you might experience and help address the issues.

This interactive training course will help develop the range of professional interpersonal and communications skills needed to deal confidently with difficult interactions. Relevant and practical examples, exercises and discussion groups are used to enable trainees to develop the skills to deal with these challenges and address the issues.

In the training you will learn to:

- Sharpen listening skills
- Gather information, under unpleasant circumstances, in order to determine and deal with the real problem
- Defuse anger and build rapport
- Maintain professionalism in stressful situations

Note: This session focuses on just a few behaviors and is not intended to address persistent or habitual problems.

Prerequisite: Completed *Communication Skills*.

Oct 27

8:15 a.m. - Noon

Overview of Mediation Skills

The interactive class begins with a definition of mediation, an explanation of when mediation may be appropriate, and a step by step explanation of the process. In exercises, you will practice:

- using effective listening skills in order to identify interests
- developing options and alternate ways to help people find their own solutions
- using mediation techniques in your own dispute

Note: This class is designed to *introduce* participants to skills mediators use rather than to train them to be mediators.

Prerequisite: Completed *Communication Skills*.

Nov 9

8:15 a.m. - Noon

Compassion Fatigue and Building Resiliency

Is compassion fatigue an issue in your life? If you are a professional who works with people who have witnessed trauma, then you may feel some of the symptoms of compassion fatigue. This session addresses how we best can thrive while addressing cases in which people are physically and emotionally distraught. We will discuss the symptoms of compassion fatigue and successful coping techniques.

Prerequisite: Completed *Communication Skills*.

Oct 5

8:15 a.m. - 10:30 a.m.